



MARYLAND HEALTH CARE COMMISSION
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AREA CODE 410-764-3460 FAX 410-358-1236

MHCC 12-006
Experience of Care Surveys for Maryland Nursing Homes
Questions and Responses #3
November 14, 2011

Question

Section 3.2.7.c.4 (page 19) of the RFP requires that the contractor compare methodology and findings for the family and resident/client surveys to the methodology and findings from prior surveys in order to report on trends. Will MHCC provide the contractor with data files from prior surveys conducted by previous contractor(s)? If so, what format will the files be in?

Response:

The MHCC has excel files for prior survey years that contain domain ratings with confidence interval for each nursing home. Comparisons that have been done in the past have been at the domain level. Methodology is described for each survey year in a statewide report.

Question

3.2.3 Format the Survey Questions and Mailing Materials

For the short stay survey – in prior administrations the survey form had to be used in the precise format provided by MHCC which led to difficulties in developing a scannable version of the form. Will it be possible to modify the survey instrument (formatting and layout only not content) from the existing format or do we need to use the form as is with its current layout?

Response

If the MHCC elects to use a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, there are restrictions on the format and layout of the form.

Question

Section 3.2.7 Report Production:

For both the individual facility specific reports and the statewide aggregate report does MHCC want the results from the family member survey and the recently discharged residents provided in one single report with both sets of results or does MHCC want separate reports broken out for the family member survey and the recently discharged resident survey?

Response:

Separate reports for each survey.

Question

On page 68 - Percentage of MBE says total of 25%. If you look at the break down it equals 23%. (7% African American, 4% Asian American and 12% Woman.) Is this breakdown correct and can you confirm if the total is 23% or 25%?

Response:

The overall MBE subcontractor goal is 25%. The winning vendor must meet the overall goal as well as the subgoals. The subgoals add up to 23 percent, which means that 2% additional MBE participation can be achieved with any ethnic group you choose, or you can do extra with one of the subgoal groups identified.

MBE SUBGOAL CLARIFICATION

MBE firms with dual certification must be counted either as a woman or as the relevant racial or ethnic group; woman owned firms cannot be used in both categories.

For example – If a woman owned firm is Asian, she must be counted as Asian.

Please acknowledge receipt of all addenda in the transmittal letter that shall accompany the Technical Proposal.